

# Customer Service Report for ASB

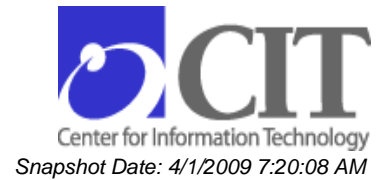


For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
<b>Accounts</b>											
Account Lockout	1	0	0	0	0	1	0	0	0	0	0
<b>ASR</b>											
Colocation-OFF	0	2	0	4	0	5	1	0	0	0	0
Colocation-ON	0	6	0	3	0	5	3	0	0	1	0
Other	0	0	0	5	0	3	0	0	2	0	0
Windows	0	3	0	0	0	0	1	0	1	1	0
<b>Back Office Support</b>											
Active Directory	0	1	0	0	0	0	1	0	0	0	0
<b>CIT Categories</b>											
New Customer	0	1	0	0	0	1	0	0	0	0	0
<b>CIT Categories Remedy</b>											
Accts Create	0	1	0	0	0	0	0	1	0	0	35
<b>Connectivity</b>											
VPN	2	1	0	0	0	2	1	0	0	0	0
<b>Email</b>											
Exchange Email	0	1	0	0	0	0	0	0	0	1	0
MS Outlook	0	1	0	0	0	1	0	0	0	0	0
<b>Hardware</b>											
Acc/Periph/Install/Build	0	0	0	1	0	1	0	0	0	0	0
<b>Helix Support</b>											
Apps/Other	0	1	0	0	0	0	0	0	0	1	0
<b>NED</b>											
Change of Status	0	1	0	0	0	0	0	0	0	1	0
<b>OS/390</b>											
Printer/VPS	0	0	0	19	0	2	0	0	17	0	0

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	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
<b>Video</b>											
Videoconferencing- General Information	0	1	0	0	0	0	0	0	0	1	0
Videoconferencing- Registration Request	1	0	0	0	0	0	0	0	1	0	5
<b>Grand Total:</b>	<b>4</b>	<b>20</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>21</b>	<b>7</b>	<b>1</b>	<b>21</b>	<b>6</b>	<b>1</b>

Total Tickets Closed:	28
Total Tickets Assigned/Pending/Checked Out:	28
Total Tickets Created:	56